

MORE Center Financial Incidents

Public Health & Wellness

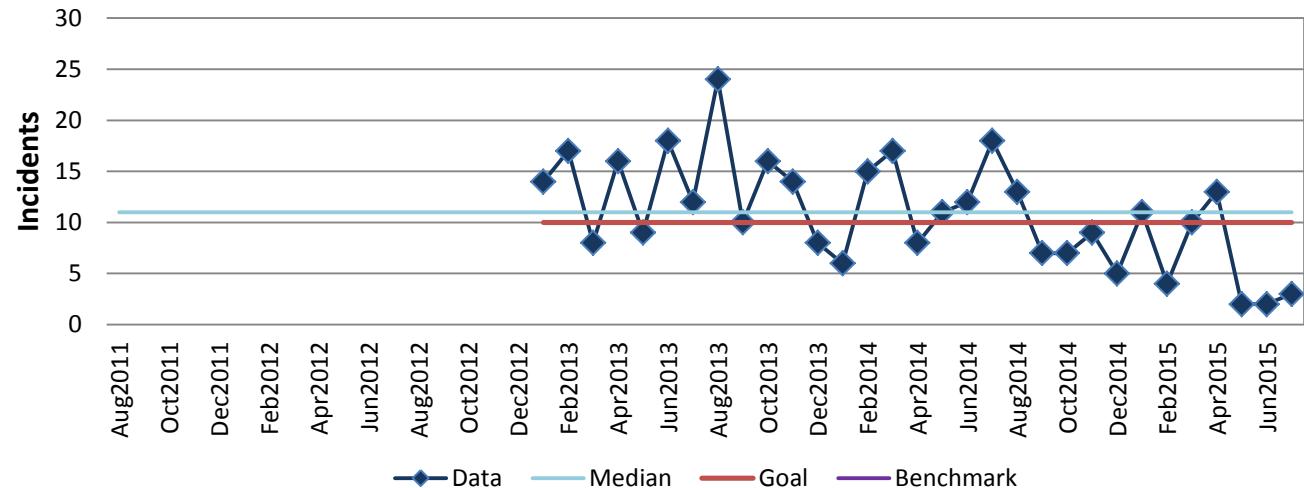
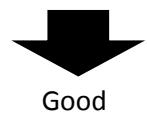


KPI Owner: Dr. Sarah Moyer

Process: Link To/Provide Care

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: Cal 2013 - Avg of 13.83 per month Goal: No more than 10 financial incidents per month		Data Source: Financial Incident Report Goal Source: Executive Staff Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of financial incidents (i.e., discrepancies and/or adjustments) per month. Why Measure: Minimize financial errors Next Improvement Step: Continue to monitor	
Benchmark: TBD				
How Are We Doing?				
Aug2014-Jul2015 12 Month Goal	Aug2014-Jul2015 12 Month Actual		Jul2015 Goal	Jul2015 Actual
120 Incidents	86 Incidents		10 Incidents	3 Incidents

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Nov2014-Apr2015 Pareto Analysis

